



Micro Credential Handbook and Stacking Guide

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Micro credential Overview

What are they?

Micro credentials are one of the fastest growing areas of higher education study. They suit those who have specific information or career development needs and wish to reach their goals in the most time and cost effective manner available. QTC's micro credentials are developed in conjunction with industry specialists, including practical and implementable strategies for project and business success. Most courses include downloadable, usable templates for immediate use.

Who are they for?

Micro credentials suit those working in fast paced environments where continuous learning is valued, or those experiencing or anticipating rapid career growth or change. Micro credentials offer fast solutions to the needs of knowledge uplift, industry currency and professional development.

Digital certificates for successfully completed micro credentials may be used for performance review discussions, shared digitally to professional networks via LinkedIn or industry profiles, or printed and added to your own professional portfolio.

Why study a micro credential rather than a full certification?

Time! In a world where time is your greatest asset, looking to a certified, industry relevant learning outcome which can be completed in less than a day, with certified learning and a tangible outcome in the form of a certificate you can share with peers and employers, presents a very attractive offering.

Training providers can also create and publish micro credentials more quickly than creating content for full qualifications. In a world moving so quickly, this means that the information provided in micro credential content can be more current, relevant, and specific than learning acquired through accredited qualifications which can take years to develop and complete.

How does micro credential stacking work?

Micro credentials should be seen as part of a continuous learning journey. Many can be stacked towards future certification or used to enhance certifications already achieved.

"Stackable" micro credentials have been designed to cover elements of the learning outcomes or skill sets required for completion of units within QTC's nationally accredited certifications.

Aligning with the Australian Quality Framework (AQF) and meeting the high standards demanded by our industry partners, combined with the agility and currency of the micro credential content creation model, building your learning outcome through stacking courses can generate a highly unique, relevant, and current credential.

This document outlines the stacking process and criteria for each micro credential.

Will I get recognition and discount on a full qualification with QTC if I have completed stackable micro credentials?

Yes. If you have completed a stackable micro credential and wish to progress to complete the full qualification with QTC Training and Education, you will be eligible for a discount on your full course fee. Contact QTC at info@qtc-consulting.com.au to arrange this.

Introduction to Project Management



Overview

This course is designed to provide a basic introduction to project management, including the lifecycle, methodology, roles, and practices involved in project delivery. This will provide the base knowledge required to work comfortably in a project-based role and make meaningful contributions to project success.

This course is best suited to those who have little to no exposure to the project environment but wish to explore project delivery with a view to contributing to additional study and contribution in the project environment.

This is an introductory course and no pre-requisite learning or experience in the subject matter is required.



Learning Journey

- Identify what constitutes a project
- Identify the phases of the project lifecycle
- Introduction to PMBOK
- Understanding of delivery methodologies including PMBOK, Agile, Waterfall and Prince2
- Explore the role and responsibilities involved in project delivery



Duration

Duration for this microcredential is approximately 3 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This course is not stackable towards a nationally accredited certification.

Project Delivery Methodologies



Overview

The project delivery environment can be complex and carries its own language and ways of working. Understand the difference between a methodology and a framework and explore the three main delivery methodologies and frameworks used by Australian organisations. Become familiar with the language, ways of working and collateral, understand how to identify the methodology you are working under and make comparisons to see which is best employed, and why, in certain project types. This course continues the learnings delivered in the microcredential "Introduction to Project Management." Completing both micro credentials will provide a thorough introduction to the project delivery environment.

This is an introductory course and no pre-requisite learning or experience in the subject matter is required.



Learning Journey



•Explore the difference between a methodology and framework

•Evaluate waterfall, Agile and Prince 2 delivery

•Compare the methodologies / frameworks



Duration

Duration for this microcredential is approximately 3 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This course is not stackable towards a nationally accredited certification.

Developing Work Breakdown Structures



Overview

Work Breakdown Structures (WBS) are the building blocks of projects. They form the basis for estimating cost, resource allocations, and schedules, and are one of the main tools in tracking project delivery. Understanding how these structures are created and used will help those responsible for contributing to estimates and delivering to schedule. This course also covers an introduction to creation and interpretation of the Gantt chart, another vital tool in project tracking.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

- Definition and control of project scope
- Defining work packages - guidelines and methods
- Estimating duration and resourcing needs
- Sequencing and task dependencies
- Creating and using a Gantt chart



Duration

Duration for this microcredential is approximately 4 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Develop Project Cost Estimates



Overview

Cost is often the most heavily scrutinised of all project delivery metrics. Understand how to plan and structure your data collection, how to verify and collate information and verify data points to contribute or create realistic, achievable cost estimates for projects, significantly increasing the chance of project success.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

• Understand the relationship between time and cost management

• Explore cost types including Capital and Operational expenses

• Understand cost and accruals methods of cost recognition

• How to effectively engage others in estimating process

• Tips for verifying and finalising accurate estimates



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Effective Project Cost Management



Overview

Regardless of the industry or project type, there will always be a budget to work to. Understanding the terminology used in project cost management and confidently navigating the process of moving from budget to forecast to actual cost delivery will evoke confidence and trust in the project governance team, reduce the need for change requests and allow the team to easily demonstrate value delivered for the company investment in the project. Stack this course with the QTC micro credential “develop cost estimates” for a holistic view of project cost management.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC’s “Introduction to Project Management” micro credential.



Learning Journey

- Understand terminology and concepts of cost control
- Calculate Earned Value Management
- Understand the process of funding prioritisation and release in the stage gate model
- Understand how to compare actual spend to forecast, and analyse discrepancies
- Close the financial environment



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Effective Project Human Resource Management



Overview

A project team is a unique team, as it comprises of a variety of resources, including permanent, contract, outsourced, part time and full time people. Resource roles and level of engagement and influence can be wildly convergent, and roles or team members will change as the project progresses. These resources may have little or nothing in common other than their involvement in this project. This micro credential explores how to identify the skill sets and resources required for their project, obtain those resources, and then unite this collection of individuals into a cohesive team

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

- How to identify need and build a project team
- Navigate the relationship between line and project managers
- Maintain team relationships
- Create a Relationship Assignment Matrix (RAM or RACI)
- Grow the team and its individuals



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of two multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Planning Risk Management



Overview

Projects create change, and change leads to risk. While risk, at some level, is inevitable in project delivery, it can and must be managed. This micro credential will explore how to consciously design methods for risk identification and management, how to involve the right people and plan in advance when to act, and what action to take. These skills will help create a controlled and well managed approach to risk.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

- Stages of risk management
- Understand approaches to assessing risk
- Learn how to create the risk management register
- Understand contingency planning
- Methods to monitor and controlling risk



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Project Procurement Practices



Overview

Frequently, an organisation will be required to obtain resources from outside agencies in order to complete a project, including labour, materials, software, or hardware. Project teams need to understand procurement processes to ensure that the right resources are obtained, at the right time, for the right cost. This micro credential explores the essential elements of procurement to meet project needs

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

- Understand the supply chain
- How to create fair and equitable procurement strategies
- Evaluating responses and choosing the right vendor
- Introduction to ethical procurement processes



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks.



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Identifying Project Complexity



Overview

Projects are becoming increasingly complex, as technology advances rapidly, delivery scope becomes more ambitious, and corporations and individuals become increasingly more aware of the social, economic, and environmental impact of their actions. Learning to identify complexity early in project delivery will enable a project manager to make smart decisions about how to plan, deliver and report on their projects to help mitigate risks, increase transparency, and make smart decisions. Completion of this micro credential in conjunction with the QTC microcredential “Managing Complex Projects” will provide a holistic understanding of managing complex projects.

This is an advanced course, recommended for project managers with experience working in the project delivery environment on large or multi-faceted projects.



Learning Journey



- Explore what is meant by project complexity
- Understand project complexity categorisations
- Discover tips for increasing success in complex projects
- Learn identification and management techniques for failing projects
- Review risk mitigation techniques in high complexity projects



Duration

Duration for this microcredential is approximately 4 hours including assessment tasks



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Managing Complex Projects



Overview

Complex projects cannot be successfully delivered with simple management approaches. The delivery methodology, tools and techniques needed for success in an environment of high complexity require skill and care to create and implement. This microcredential is designed to add these elements to your project management toolkit to enable you to navigate complexity inherent in the project, and the complexity inherent in delivering a non-standard project in an often standardised environment. Completion of this micro credential in conjunction with the QTC microcredential "Identifying Project Complexity" will provide a holistic understanding of managing complex projects.

This is an advanced course, recommended for project managers with experience working in the project delivery environment on large or multi-faceted projects.



Learning Journey

- Explore frameworks and tools for managing complexity
- Evaluate and select appropriate technology for complexity management
- Explore academic frameworks for complexity management
- Identify and establish tools to monitor and manage complexity
- PMO and stakeholder involvement in complexity management



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks



Assessments

Successful completion of this micro credential will require:

- Completion of two multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Effective Project Stakeholder Communication



Overview

Whether it's project team members, managers, customers, or the general public, communicating what your project needs and what it'll bring about is central to getting buy in and commitment from your stakeholders. Complete this micro credential to confidently show your stakeholders what's in it for them, guide them through the change created by your project and manage both positive and negative conflict.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey

- Identify and analyse your stakeholders
- Learn to align project goals with stakeholder needs
- Engage stakeholders to create champions
- Learn skills for managing positive and negative conflict
- Guide stakeholders through change



Duration

Duration for this microcredential is approximately 4 hours including assessment tasks



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Project Governance Practices



Overview

Project Governance is the framework of rules, relationships, systems, and processes within and by which authority is exercised and controlled in corporations. It defines roles and responsibilities, control processes, and standardised reporting and monitoring obligations. Completing this microcredential will provide a rounded understanding of what governance is, who is involved, what artefacts are used and how it can be employed to enhance, rather than interrupt, successful project delivery.

This is an intermediate course, and some understanding of project delivery is recommended. Knowledge may be gained from working in a project environment, or by completing QTC's "Introduction to Project Management" micro credential.



Learning Journey



•Understanding the relationship between governance and the PMO

•Stakeholder roles and responsibilities

•Identify and implement governance artefacts

•Review and implement lessons learned in governance



Duration

Duration for this microcredential is approximately 6 hours including assessment tasks



Assessments

Successful completion of this micro credential will require:

- Completion of one multiple choice assessment task

Successful completion constitutes a minimum 80% correct responses. Students may have unlimited attempts to successfully complete tasks.



Stacking

This Credential is stackable towards accreditation in units in

- BSB40920 Certificate IV Project Management Practices
- BSB50820 Diploma Project Management

Please review the mapping matrix in Appendix 1 and 2 for alignment to learning outcomes for relevant units.

Appendix 1 – Mapping to BSB40920 Certificate IV Project Management Practice

Requirements of Qualification

The nationally accredited qualification of Certificate IV in Project Management Practice (qualification code BSB40920) requires completion of nine units, and each unit requires demonstrated understanding of learning outcomes. These requirements are set by the Australian Skills Quality Authority (ASQA) and constitute the basis for nationally accredited training.

The table below highlights the alignment between QTC's micro credentials and the units and learning outcomes for this qualification. Students must achieve full recognition of competence in all learning outcomes for an acceptable combination of nine units. Students wishing to stack micro credentials towards this qualification may be required to complete additional assessment tasks to satisfy full demonstration of all learning outcomes.

Students who have successfully completed stackable qualifications will be eligible for reduced enrolment rates when enrolling to complete the full accreditation, and full qualifications can be attained through multiple combinations of units

Students wishing to stack micro credentials towards a full certification should contact the QTC team on info@qtc-consulting.com.au to plan their personalised learning journey.

Micro Credential Mapping

Partial Credit
 Full Credit

Mapping to BSB40920 - Cert IV Project Management Practice	Micro Credential Title									
	Work Breakdown Structures	Develop Project Cost Estimates	Effective Project Cost M'iment	Effective Project HRM	Planning Risk Management	Project Procurement Practices	Identify Project Complexity	Managing complex projects	Effective Project Sholder Comms	Project Governance
BSBPMG420 - Apply Project Scope Management Techniques										
Contribute to defining project scope										
Apply project scope controls										
Contribute to review of scope controls										
BSBPMG421- Apply Project Time Management Techniques										
Assist in developing project schedule										
Maintain project schedule										
Participate in assessing time-management outcomes										
BSBPMG422 - Apply Project Quality Management Techniques										
Contribute to project quality planning										
Apply quality policies and procedures										
Contribute to project continuous improvement practices										
BSBPMG423- Apply Project Cost Management Techniques										
Assist in developing a project budget										
Monitor project costs										
Contribute to cost finalisation process										
BSBPMG424 - Apply Project Human Resource Management Approaches										
Establish HR requirements										
Maintain team relationships										
Monitor human resources										
Evaluate human resource practices										

	Project Governance	Effective Project S'holder Comms	Managing complex projects	Identify Project Complexity	Project Procurement Practices	Planning Risk Management	Effective Project HRM	Effective Project Cost M'nt	Develop Project Cost Estimates	Work Breakdown Structures
BSBPMG425 - Apply Project Information Management and Communication Techniques										
Contribute to communication procedures planning										
Conduct information management activities										
Communicate project information										
Contribute to assessing effectiveness of communication										
BSBPMG426 - Apply Project Risk Management Techniques										
Assist with risk analysis and planning										
Review risks and execute risk-control activities										
Develop contingency plan										
Contribute to assessing risk management outcomes										
BSBPMG427 - Apply Project Procurement Procedures										
Assist with procurement planning										
Contribute to supplier selection process										
Conduct procurement activities										
Assist in finalising procurement activities										
BSBPMG428 - Apply Project Life Cycle Management Processes										
Assist in establishing a project										
Support project planning and design processes										
Assist with project controls and execution										
Assist with project finalisation										
BSBPMG429 - Apply Project Stakeholder Engagement Techniques										
Assist in identifying and addressing stakeholder interests										
Assist in stakeholder communications										
Participate in stakeholder engagement										
Review stakeholder communication										

Appendix 2 – Mapping to BSB50820 Diploma Project Management

Requirements of Qualification

The nationally accredited qualification of Diploma of Project Management (qualification code BSB50820) requires completion of twelve units, and each unit requires demonstrated understanding of learning outcomes. These requirements are set by the Australian Skills Quality Authority (ASQA) and constitute the basis for nationally accredited training.

The table below highlights the alignment between QTC's micro credentials and the units and learning outcomes for this qualification. Students wishing to stack micro credentials towards this qualification may be required to complete additional assessment tasks to satisfy full demonstration of all learning outcomes.

Students who have successfully completed stackable qualifications will be eligible for reduced enrolment rates when enrolling to complete the full accreditation, and full qualifications can be attained through multiple combinations of units

Students wishing to stack micro credentials towards a full certification should contact the QTC team on info@qtc-consulting.com.au to plan their personalised learning journey.

Micro Credential Mapping

		Partial Credit	Full Credit							
Mapping to BSB50820 - Diploma Project Management		Micro Credential Title								
	Work Breakdown Structures	Develop Project Cost Estimates	Effective Project Cost M'ment	Effective Project HRM	Planning Risk Management	Project Procurement Practices	Identify Project Complexity	Managing complex projects	Effective Project S'holder Comms	Project Governance
BSBPMG530 - Manage Project Scope										
Conduct project authorisation activities										
Define project scope										
Manage project scope control process										
BSBPMG531 - Manage Project Time										
Determine project schedule										
Implement project schedule										
Assess time management outcomes										
BSBPMG532 - Manage Project Quality										
Determine quality requirements										
Implement quality processes										
Implement project quality improvements										
BSBPMG533 - Manage Project Cost										
Determine project costs										
Monitor and control project costs										
Complete cost management processes										
BSBPMG534 - Manage Project Human Resources										
Plan human resources relevant to projects										
Implement project personnel training and development										
Lead project team										
Finalise human resource activities related to projects										
BSBPMG535 - Manage Project Information and Communication										
Plan information and communication processes										
Implement project information and communication processes.										
Assess information and communication outcomes										

	Project Governance	Effective Project S'holder Comms	Managing complex projects	Identify Project Complexity	Project Procurement Practices	Planning Risk Management	Effective Project HRM	Effective Project Cost M'nt	Develop Project Cost Estimates	Work Breakdown Structures
BSBPMG536 - Manage Project Risk										
Identify project risks										
Analyse project risks										
Establish risk treatments and controls										
Monitor and control project risks										
Assess risk management outcomes										
BSBPMG537 - Manage project procurement										
Determine procurement requirements and processes										
Conduct procurement activities										
Monitor procurement										
Manage procurement finalisation procedures										
BSBPMG538 Manage Project Stakeholder Engagement										
Assist in identifying and addressing stakeholder interests										
Assist in stakeholder communications										
Participate in stakeholder engagement										
Review stakeholder communication										
BSBPMG539 - Manage Project Governance										
Identify project governance structure										
Develop relevant documents and apply project governance										
Monitor project governance										
Review project governance										
BSBPMG540 - Manage Project Integration										
Establish project										
Undertake project planning and design processes										
Monitor project										
Review project										
BSBPMG541 - Manage Complex Projects										
Evaluate Project Complexity										
Assess complexities and establish procedures for managing complex projects										
Monitor and review complex projects										